



300 Bland Street  
P.O. Box 770  
Bluefield, WV 24701

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TELECOMMUNICATIONS DIVISION

July 29, 2003

Mr. David Foster  
Regulatory Manager  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

Dear David:

RE: Tariff Number 2003-593

03-00411

Enclosed are an original and three copies of the following tariff page.

Citizens Telecommunications Company of Tennessee  
GENERAL CUSTOMER SERVICES TARIFF

Section 3 First Revised Page 4

The above referenced tariff page has been revised per conversation with Staff. Please replace the existing page 4 with this page 4.

An additional copy of this letter is also enclosed. Please date stamp and return it in the enclosed stamped, self-addressed envelope.

If you have any questions relative to this filing, please call John Martin at (304) 325-1526 or myself at (304) 325-1216.

Sincerely,

J. Michael Swatts  
State Government Affairs Director

Enclosure

## GENERAL CUSTOMER SERVICES TARIFF

Citizens Telecommunications Company of Tennessee

First Revised Page 4

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S3. Basic Local Exchange Service (Continued)

S3.2 Monthly Exchange Rates (Continued)

(C) Continued

(1) Exchange Service Line - The serving central office line equipment and all the Company plant facilities up to and including the Company-provided Network Interface Device. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer.

(D) The rates specified herein also entitle customer to an unlimited number of messages to all stations located within the geographic boundaries of the county in which the customer resides. Toll-free countywide calling is not applicable for sent paid coin, pager numbers, cellular numbers, remote call forwarding numbers, foreign exchange numbers, WATS, 800, 900/976, and 700 types of calls. (C) (C)

To the extent that an originating or terminating exchange is split between two or more counties, only those stations located within the same county may be called without incurring toll charges. Many exchanges can be called to some degree on a toll-free intracounty basis, but not completely on a toll-free basis, i.e., the exchange is split between counties.

County-wide calls originated by a Frontier customer which are carried by an IXC (Interexchange Carrier) via 1+ dialing and terminate to a customer of another Local Exchange Company (LEC) or a Competitive Local Exchange Carrier (CLEC) that is not participating in County-wide Calling (code not available in the TAR code database) are rated and billed at the applicable toll charge. Any Frontier customer who is billed for an intra-county call of this type who notifies Frontier of the billing error will receive credit for the associated toll charges if Frontier is the billing agent for the IXC involved. At the time credit is issued Frontier will notify the TRA of the billing violation caused by non-compliance of the terminating LEC or CLEC so the TRA can take proper corrective action. (N) (N)

Continued

Issued: June 13, 2003

Assistant Vice President  
Regulatory and Carrier Services  
Citizens Telecommunications Company  
Bluefield, West Virginia

Effective: July 14, 2003